

INDIANA FAMILY AND
SOCIAL SERVICES
ADMINISTRATION /
MENTAL HEALTH AND
ADDICTION

Larue D. Carter Memorial Hospital
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Our Vision:

To serve the citizens of Indiana as a center of excellence in mental health.

Our Mission:

To provide specialized treatment, education, and research in the field of mental health.

- Teaching
- Research
- Treatment

The Carter Insider

Editor: Deb Doty
This Month's Contributors:
Becky Dutton, Larry Lisak, Paula McAfee, Kathy Scott, Indu Vohra,
Safety Council, Wellness Committee

Larue D. Carter Memorial Hospital The Carter Insider



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Info Fair 2012

This year, the annual **Info Fair training will be held from September 10 through September 28.**

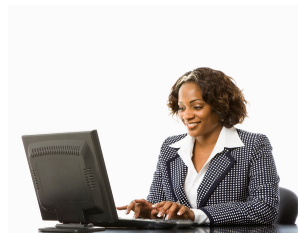
Because last year's Info Fair was such a success, we are using the same model to deliver this year's event. **All employees must** review a basic PowerPoint presentation via the hospital shared folder named **"Info Fair 2012"** or via **hard copies** made available by their supervisor. Then employees must take a basic test which can be printed out in hard copy from the shared folder. Once they have completed the written test, they must submit the test to their supervisor who will then be responsible for submitting the test for grading. Employees scoring less than 70% on the test will be required to

review the presentation again and to retake the test.

Since the presentation and the test can be available via hard copies, no computer lab time will be necessary.

In addition, many employees will be required to view a supplemental presentation designed for their own work area and to take an additional test on that specialized information. Supervisors will be responsible for ensuring that employees complete the required testing.

Beginning September 10, go to the hospital shared folders and open the "Info Fair 2012" folder to view the presentation(s) and to print out the test(s). If you do not have access to a computer, ask your supervisor for a hard copy.



All employees must complete this mandatory training and testing no later than 4:00 pm on September 28.

In addition to all state employees, **all other employees** who regularly work at the hospital on a regular basis (such as contract employees, IU employees, Aramark employees, etc.), **all students** who will be at LCH for at least three months, and **all volunteers** must complete this mandatory training in order to be in compliance with Joint Commission requirements.

Signs of a Stressful Lifestyle

Stress is a hot topic almost everywhere you turn these days. Check the following symptoms of a stressful lifestyle to see how many you experience in your daily life:

- Skipping meals or eating on the run due to lack of time.
- Often feeling run-down and/or too tired to exercise.
- Frequent illness.
- Trouble falling asleep or

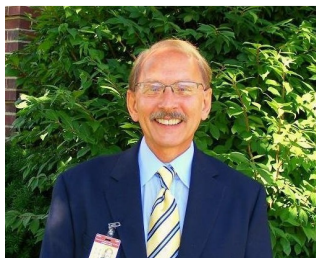
staying asleep.

- Difficulty saying "no."
- Eating, drinking, or smoking when you're nervous.
- Feeling out of control of your life.

If these signs are a part of your life, turn to page 6 for some stress relief tips!



The Superintendent's Corner by Superintendent Larry Lisak



Superintendent Larry Lisak

First of all, I want to repeat the invitation to all employees to come and talk with me if you have some concerns or questions I might be able to help with. **The “open door policy” is still in effect—that is, if I’m in the office and the door is open, you are welcome to come in and chat. You can also contact me by phone (x4416), email, even by leaving a note under my door.** This does not preclude discussing operational issues with your supervisor first. I’m just saying I’m available to you if I can help.

Some time ago, an employee took me up on the offer and we made an appointment to talk as he was coming off duty. We talked about a number of things. I enjoyed talking with him, and I think he was glad he took the time to talk with me. In the course of our conversation, we got to know each other better and that’s always a good thing.

One of his concerns at the time was about the number of people who had recently been dismissed. I understand that many employees recently have had the same concern. I will

share what I shared with him and some of what I said about employee terminations at the last Employee Forum on August 22.

When I first came to Larue Carter, I was amazed at the level of insubordination that existed. At the same time, I have regularly heard, from supervisors AND employees, about the amount of negativity and “meanness” that exists here among some employees. Overall, I think we’ve come a long way tackling those issues in the past couple of years. I know that some employees have been coached around performing better and when that didn’t work, progressive discipline has necessarily been done. In many cases, these employees have been able to turn the corner and become positive and productive. However, **those who continue to promote negativity, do only what they choose to do, are here primarily to socialize with friends rather than being patient-focused, will no longer be tolerated.**

Cutting to the chase, **we expect all employees to come**

to work when scheduled and to show up on time.

Especially compared to other businesses, we are given ample amounts of benefit time to cover sickness, emergencies and the like. Don’t take off when you don’t have benefit time to cover your absence. You are scheduled to work because we need you here.

You must be kind and respectful to patients. Direct care staff is responsible for monitoring patients, but you may come off as mean and controlling in the process, and I know you know what I am talking about. **All employees are expected to be kind and helpful to those with whom they work and positive and responsive to those in supervisory roles.**

All of that will help ensure a long relationship with Larue Carter Hospital. It really is that basic and simple.

September 9-13 is Health-care Environmental Services Week, a great opportunity to thank our housekeeping staff for the great work they do each day.

LCH Potpourri

Congratulations to Kendra Carlton (Social Worker) on being named LCH Employee of the Month! Kendra is patient and well-informed, and she assists nursing staff with groups and patient management.

LCH welcomes: Abidoun Aremu (BHRA), **Robert Arthur** (BHRA), **Tela Brinkley** (BHRA), **Eddie Moss** (Housekeeper), **Rhonda Shields** (BHRA), **Joelle Smith** (Secretary), **Donetta Stevenson** (BHRA), and **Karen Sweatt** (BHRA).

We say farewell to: Zach Hipsher (BHRA), **Christina**

Medaris (BHRA), **Kimberly Williams** (BHRA), and **Tina Wills-Scott** (BHRA).

Yahoo! We have **new Ricoh copiers!** If your copier is not working properly, email **Jim Wright** in the Business Office at James.Wright@fssa.in.gov with the machine ID number from the front of the copier along with a detailed description of the problem. You can also contact Jim when the copier needs toner or staples. His extension is 4053.

We have a **new Hoosier START representative—Kim Rumple**. You can reach

her with your deferred compensation questions at kimberley.rumple@gwrs.com or at (317) 631-5754.

The following LCH employees were honored for their years of service to the state on August 21 at the Statehouse:

40 years:

Fred Malloy

Paula McAfee

Willie McFarland

35 years:

Kausar Siddiqi



Kendra Carlton
September Employee of the Month

Safe and Secure by the Safety Council

In preparation for the anticipated Joint Commission visit, an in-hospital safety survey was conducted in July. As a result of this survey, it became clear that many staff members are not familiar with all of the emergency color codes. So, here they are! Please familiarize yourself with these color codes.



LCH Emergency Color Codes:

Code Green: to summon staff to a specific location for help with a patient

Code Red: to notify staff of a fire and its location

Code White: to notify staff of a disaster

Code Blue: to notify staff of a medical emergency and its location

Code Gray: to notify staff of impending severe weather, including a tornado watch

Code Black: to notify staff of a tornado warning

Code Yellow: to notify staff of a bomb threat

Code Orange: to notify staff of a missing patient or AWOL

Quality Checkpoint by IOP Director Indu Vohra

In the August issue of *The Insider*, your P.I. Director summarized the changes in CMS "Final Rule" for the hospitals. The Joint Commission has the "defining authority" from CMS, and TJC standards requirements are expected to be consistent with CMS requirements. For the hospitals receiving Medicare and Medicaid funding and providing related services, full compliance with the applicable Joint Commission standards and CMS "conditions of participation" and related requirements is expected fully at all times. In order to be consistent with the changes issued by CMS in the "Final Rule," the Joint Commission has undertaken interim revisions to some standards which are effective September 1, 2012.

Please note that while the revised standards, effective September 1, 2012, have application to hospitals, not all revisions have relevance for Larue Carter Hospital as a psychiatric hospital. Very soon LCH's P.I. Director will conduct an informational session, through electronic communications, with the Division Directors, managers, and relevant operations about the changes in TJC stan-

dards which have relevance for Larue Carter Hospital.

Below is a summary of the revisions to CAMH issued through TJC e-alert on August 27, 2012, which are effective September 1, 2012, for hospitals:

"Revisions to elements of performance (EPs) in the hospital manual to maintain alignment with requirements from the Centers for Medicare and Medicaid Services (CMS) following the release of a final rule in May 2012. These revisions, applicable to hospitals that use Joint Commission accreditation for deemed status purposes, address the following issues:

- Deletion of the requirement related to qualifications of staff administering blood transfusions and intravenous medications (HR.01.02.01)
- Hospital-wide quality assessment (LD.01.02.01; MM.07.01.03)
- The inclusion of a doctor of podiatric medicine to hold responsibility for the organization and conduct of the medical staff (LD.01.05.01)
- Responsibility for outpatient services (LD.04.01.05)
- Processes for the use of pre-printed and electronic standing orders, order sets, and protocols for medication orders (MM.04.01.01)
- Verbal or written medication orders of a practitioner other than a licensed independent practitioner (MM.05.01.07; PC.02.01.03)
- Reporting requirements regarding death of a patient in restraints (PC.03.05.19)
- Authentication of a verbal or written order by the ordering practitioner or another practitioner who is responsible for the care of the patient (RC.01.02.01)
- Elimination of the requirement for authentication of a verbal order within 48 hours (RC.02.03.07)."





HeRe for YOU! by HR Director Becky Dutton

All FSSA employees will be required to complete the **Sexual Harassment Refresher training**, via computer, during the month of September.

We're wanting to open the computer lab on Wednesdays during the month, from 8:00 am to 4:00 pm, so we're looking for volunteers to fill the time slots to help

folks get signed on and get their training completed.

If you can help, please let me (Becky Dutton) know as soon as possible, so I can fill in the schedule. You can email me, stop by or call (x4350). If you help, I will send a note of appreciation to your supervisor for your 2012 fact file.

The computer lab is scheduled to be open on September 5, 12, 19, and 26. Shift times for each day are:

8 am to 10 am
10 am to noon
Noon to 2 pm
2 pm to 4 pm

Quick Step Guide

Sexual Harassment Refresher Training

This report provides a completion status report for employees enrolled in a specific activity, in this case the Sexual Harassment Refresher training. This is a unique report since you can use this process to look up other training completions.

1. Click on www.in.gov/spd/instep and log in
2. Click the ELM Training link on the left hand side of the page.
3. Click on Enterprise Learning
4. Click on Learning Reports
5. Click on Learning Course Rosters
6. It will ask for a Run Control ID ; this is just to identify who is running the reports; (Ex: name: John Smith; run id can be: jsmith or js)
7. Then enter the Activity Code* : SPD_2012_SHR and your agency's Business Unit in the Report Request Parameter(s) box. *You can use this to run reports on any course.
8. Click Run .
9. Then click Ok .
10. It will bring you back to the Learning Course Roster Page. Click the Process Monitor in the top right hand corner of the screen.
11. Continue to hit the Refresh button till the Distribution Status reads "Posted"
12. Once the report is "posted" click the Details link
13. Under Actions, click the View Log/Trace link.
14. Under the File list, you have two options of reports: the .CSV file is an Excel document and the .PDF file.
CSV file contains: completed, not completed, and enrolled
PDF file contains: completed, not completed, enrolled, and who are in the business unit but not enrolled (if any).

If you have any problems/questions, please contact:
SPD Training: spdtraining@spd.in.gov

Wellness Works! by the Wellness Committee

September is National Pain Awareness Month, dedicated to increasing understanding of pain issues and supporting the more than 70 million Americans who suffer from chronic pain daily, according to the National Pain Foundation (NPF).

According to Karstan Konderding, MD (in a newsletter of the Richmond Academy of Medicine): "A growing body of scientific evidence and literature supports the clinical impression that prolonged pain is aggressive, physically destructive, and an emotionally exhausting disease. Pain can result in measurably harmful changes in hormonal and metabolic functions, alterations of brain chemicals vital to pain modulation, suppression of immune system responses, and interference with gene expression."

Chronic pain is the number one cause of adult disability in the United States, affecting one in three Americans. According to the National Institute for Occupational Safety and Health, pain costs the U.S. economy \$100 billion annually in lost workdays, medical expenses and related expenses. Unmanaged pain also wreaks havoc on patients' relationships and careers as well as impacting their families and friends.

NPF Chair, Albert Ray, MD, says, "Chronic pain is a serious medical condition that should be treated. As part of National Pain Awareness Month, we encourage people in pain to educate themselves on pain management and alternative treatments. No one should suffer pain needlessly or alone.... A multidisciplinary approach to pain treatment and management can help people with pain regain greater control of their daily lives. Pain can be

managed in a variety of ways."

In the spirit of educating ourselves about pain, here are some facts and suggestions:

- Chronic pain is a serious health issue that affects 75 million Americans.
 - Pain causes adult disability more than any other condition in the United States.
 - Chronic pain takes a physical, financial, and emotional toll on those who have pain as well as their family and friends.
 - Chronic pain is linked to other health conditions such as depression, anxiety, insomnia, fatigue, and sexual dysfunction.
 - Persons living in chronic pain make real changes in their lifestyles to accommodate their pain.
 - The most common reason a person visits her or his primary care physician is pain.
 - Almost 42% of Americans report experiencing pain daily.
 - 39% of people in pain say it affects their sleep and 43% say pain affects their mood.
 - For almost one-third of people living with pain, their chronic pain is so debilitating that they feel like they don't function normally and sometimes feel so badly that they want to die.
 - 37% of persons in pain feel isolated and alone.
 - One-third of people living with pain do not believe others understand how much pain they are in.
 - Only 5% of people living with chronic pain have seen a pain specialist.
- The American Pain Society (APS) has coined the phrase "Pain: The Fifth Vital Sign" to elevate awareness of pain treatment among healthcare professionals. To that end, they encourage healthcare professionals to:
- Consider pain the fifth vital sign and assess patients for pain every time they check for pulse, blood pressure, temperature, and respiration.
 - Urge their colleagues to take their patients' complaints of pain seriously.
 - Remind their colleagues not to put patients in the position of asking for a favor when they want pain relief.
 - Inform patients that they deserve to have their pain evaluated and treated.
 - Work to implement the APS Quality Improvement Guidelines for the Treatment of Acute Pain and Cancer Pain in the practice setting. (JAMA, 274, 1874-1880)
- The Joint Commission's 2001 pain management standards state that every patient has a right to have her or his pain assessed and treated. These standards also called for pain to be assessed each time the vital signs are checked.
- If you suffer from pain:
- Embrace each opportunity to learn more about pain management and the conditions that cause you pain.
 - Ask your doctor for help.



Water Conservation



Even though we have started to get rain again, we still need to be aware of our water usage and not be wasteful. And thanks to the drought, we may have come to value the importance of water even more. Here are a few common-sense tips to help conserve water:

- Run your dishwasher when it is entirely full.
- Shorten the length of your showers.
- Don't leave the water running when brushing your teeth or washing your face.
- Install low-flow toilets and faucets.
- When you water your yard or plants (if there isn't a ban in your neighborhood), water

between 4:00 am and 7:00 am. Watering in the middle of the day leads to higher levels of evaporation. And water your lawn only once a week. Grass is hardy and doesn't need to be watered often.

For more information on water conservation, visit www.citizenswater.com/Education/SavingWaterAtHome.aspx.

Stress Relief Tips



Stress is a part of everyone's life. It can be a good thing—a little stress can heighten your senses and productivity. However, too much stress can create or worsen physical and emotional problems. Manage your stress levels through a healthy lifestyle and simple tension reducing activities.

Try these strategies:

- Talk things out. Don't hold in feelings of anger, joy, hurt, sadness, and excitement.
- Exercise regularly. Aim for 30 minutes a day, five days a week.
- Eat right. Foods high in protein, vitamin C, B vitamins, and vitamin A help protect us from the effects of stress.
- Do not use drugs, alcohol, or tobacco to deal with stress. Tranquilizers and/or sleeping pills should be used only under a doctor's care.
- Develop a realistic, positive attitude.
- Work at managing time efficiently.
- Learn to unwind with music, meditation, or visual imagery.
- Realize that every crisis gives you the opportunity to grow and learn.
- Develop a support network of people you can count on.
- Get enough sleep each night.

2013 State Holiday Schedule



New Year's Day	Tuesday	January 1, 2013
Martin Luther King, Jr. Day	Monday	January 21, 2013
Good Friday	Friday	March 29, 2013
Memorial Day	Monday	May 27, 2013
Independence Day	Thursday	July 4, 2013
Labor Day	Monday	September 2, 2013
Columbus Day	Monday	October 14, 2013
Veterans' Day	Monday	November 11, 2013
Thanksgiving Day	Thursday	November 28, 2013
Lincoln's Birthday Observed	Friday	November 29, 2013
Washington's Birthday Observed	Tuesday	December 24, 2013
Christmas Day	Wednesday	December 25, 2013

Take West Nile Virus Precautions

Indiana health officials have identified human cases of West Nile virus in 67 Indiana counties, including Marion County. Hoosiers are being encouraged to take steps to protect themselves from the virus and other mosquito-borne diseases.

State Health Commissioner, Gregory Larkin, MD, says, "Here in Indiana we are seeing more counties earlier in the year with positive mosquito pools, meaning a greater risk to Hoosiers. One of the most effective ways Hoosiers can protect themselves is to eliminate areas where mosquitoes breed. Dump wading pools, bird baths, buckets, and be sure to clean your gutters and discard any debris left in your yard."

The Indiana State Department of Health recommends:

- Avoid places where mosquitoes are biting.
- Apply insect repellent containing DEET, picardin

or oil of lemon eucalyptus to clothes and exposed skin.

- Install or repair screens on windows and doors to keep mosquitoes out of the home.
- When possible, wear pants and long sleeves, especially if walking in wooded or marshy areas.

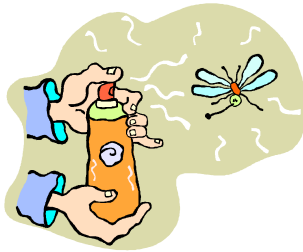
West Nile virus usually causes West Nile fever, a milder form of the illness, which can include fever, headache, body aches, swollen lymph glands or a rash. Some individuals will develop a more severe form of the disease with encephalitis or meningitis and other severe syndromes, including flaccid muscle paralysis.

To reduce potential mosquito breeding grounds:

- Discard old tires, tin cans, ceramic pots or other containers that can hold water.

- Repair failed septic systems.
- Drill holes in the bottom of recycling containers left outdoors.
- Keep grass cut short and shrubbery trimmed.
- Clean clogged roof gutters, particularly if leaves tend to plug up the drains.
- Frequently replace water in pet bowls.
- Flush ornamental fountains and birdbaths periodically.
- Aerate ornamental pools or stock them with predatory fish.

There is no vaccine and no cure for West Nile virus. Individuals who think they may have the virus should contact their doctor. For more information, visit www.StateHealth.IN.gov.



Influenza Call Center Opened

The Indiana State Department of Health has opened a call center to answer questions regarding influenza infection. The call center's phone number is (877) 826-0011. The center is open from 8:15 am to 4:45 pm, Monday through Friday.

Several cases of variant influenza A have been identified in Indiana since mid-July. Laboratory testing is pending on additional cases. To date, all cases have had contact with swine. The Indiana State Department of Health continues to monitor influenza activity statewide.

To avoid influenza and other

respiratory infections, Hoosiers are reminded to follow these simple practices:

- Wash your hands frequently, including before and after touching animals.
- Never eat, drink, or put anything in your mouth when visiting areas where animals are.
- Older adults, pregnant women, young children, and people with weakened immune systems should be extra careful around animals.

- Cough or sneeze into your sleeve or elbow.
- If possible, avoid contact with those who are ill.
- Stay home if you develop influenza symptoms and contact your healthcare provider.

Additional information regarding influenza can be found at the Indiana State Department of Health website at www.in.gov/isdh/25462.htm.

